

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

#### Presented by Utility Company, Category and Subcategory

### June 2014

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Communications Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4460	Aio Wireless	Lifeline	LLB Address Error	1
		<b>Total ICs</b>		<b>1</b>
IER6658	Asian American Association	Service	Number Portability - Wireless or Landline	1
		<b>Total ICs</b>		<b>1</b>
LEC1001, CLC1001	AT&T California	Billing	Bill Adjustment	12
		Billing	Bill Not Received	3
		Billing	Bundled Services	5
		Billing	Cramming	5
		Billing	Cramming/3rd Party Billing	1
		Billing	Disputed Customer of Record	3
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	13
		Billing	Other Charges	9
		Billing	Out of Service Credit - OOS	1
		Billing	Slamming	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	22
		Lifeline	LLB Approved for Discount	10
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	6
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	1
		Service	Call Quality	14
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnected In Error	4
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	11
		Service	Refusal To Serve	4
		<b>Total ICs</b>		<b>148</b>
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	High Bill	2
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	5
		<b>Total ICs</b>		<b>9</b>
IEC5800	AT&T Long Distance	Billing	Early Termination Fee - ETF	1
		<b>Total ICs</b>		<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3021	AT&T Mobility	Billing	Bill Adjustment	2
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	4
		Billing	Other Charges	5
		Billing	Out of Service Credit - OOS	1
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	3
		Service	Disconnection Non Payment	3
CLC5807, CLR5807, IEC5807	Call America	Service	Outage	1
				<b>Total ICs</b>
CLC6446	Cbeyond Communications, LLC	Service	Call Quality	1
				<b>Total ICs</b>
CLC5335, IEC5335	CenturyLink	Billing	Slamming	1
				<b>Total ICs</b>
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	Billing	Other Charges	1
				<b>Total ICs</b>
IEC6039	Clear World Communications Corp.	Billing	Slamming	1
				<b>Total ICs</b>
CLC5698, IEC5698	Comcast Digital Phone	Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
				<b>Total ICs</b>
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	Billing	High Bill	1
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	1
		Service	Outage	1
		<b>Total ICs</b>	<b>8</b>	
CEC3076	Cricket Communications, Inc.	Billing	Other Charges	1
		Lifeline	LLB Application Request	1
		Service	Disconnected In Error	1
				<b>Total ICs</b>
CLC5429	Frontier Communications of America, Inc.	Lifeline	LLB Application Request	1
				<b>Total ICs</b>
LEC1026	Frontier Communications of the Southwest Inc.	Lifeline	LLB Address Error	1
				<b>Total ICs</b>
IEC5680	Global Tel*Link Corporation	Policy and Practices	Abusive Marketing	1
				<b>Total ICs</b>
IEC5786	Legacy Inmate Communications	Billing	Other Charges	1
				<b>Total ICs</b>
CLR5227, IEC5227	Matrix Telecom, Inc	Billing	Other Charges	1
				<b>Total ICs</b>
CEC3079	MetroPCS California, LLC	Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
				<b>Total ICs</b>

Utility Code	Utility Name	Category	Subcategory	Count
IEC5826	Net One International, Inc.	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CLC6005, IEC6005	Peak Communications, Inc.	Billing	Cramming/3rd Party Billing	1
		Billing	High Bill	1
			<b>Total ICs</b>	<b>2</b>
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	High Bill	2
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>4</b>
IER6882	Quasar Communications Corporation	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CER4387	Reachout Wireless	Lifeline	LLB Address Error	1
		Lifeline	LLB Federal Program/Equipment	7
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>9</b>
CLC6585	Sage Telecom Communications, LLC	Service	Dead Zones/Dropped Calls	1
			<b>Total ICs</b>	<b>1</b>
LEC1017	Siskiyou Telephone Company	Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>1</b>
CER4332	Sprint PCS	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
			<b>Total ICs</b>	<b>2</b>
PCC3064	Sprint Telephony PCS, LP	Billing	Early Termination Fee - ETF	1
		Billing	High Bill	2
		Billing	Other Charges	6
		Policy and Practices	Abusive Marketing	2
		Service	Call Quality	3
		Service	Dead Zones/Dropped Calls	1
			<b>Total ICs</b>	<b>15</b>
LEC1015	Surewest Broadband, Consolidated Communications	Policy and Practices	Robo Calls/ADAD	1
			<b>Total ICs</b>	<b>1</b>
CLC5721,C LC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	Billing	High Bill	2
		Billing	Other Charges	1
			<b>Total ICs</b>	<b>3</b>
IER6444	Teleuno, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC6589, CER4380	Telscape Wireless	Billing	Cramming	1
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	4
			<b>Total ICs</b>	<b>7</b>
CLC6874, CLR6874, IEC6874	Time Warner Cable	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>
CEC3056	T-Mobile	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	3
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	2
			<b>Total ICs</b>	<b>14</b>

Utility Code	Utility Name	Category	Subcategory	Count
CER4231	Tracfone Wireless	Service	Disconnected In Error	1
			<b>Total ICs</b>	<b>1</b>
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	High Bill	1
		Service	Call Quality	1
			<b>Total ICs</b>	<b>2</b>
CER4386, IEC5378	Verizon Business Services	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>
LEC1002, CLC1002	Verizon California, Inc.	Billing	Bill Adjustment	6
		Billing	Bundled Services	5
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	3
		Billing	Other Charges	4
		Billing	Out of Service Credit - OOS	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	2
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	1
		Service	Call Quality	4
		Service	Delayed Orders/Missed Appointments	6
		Service	Outage	3
			<b>Total ICs</b>	<b>43</b>
IEC5732	Verizon Long Distance LLC	Billing	High Bill	1
			<b>Total ICs</b>	<b>1</b>
CEC3029	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	10
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
			<b>Total ICs</b>	<b>20</b>
IER7117	Veza Telecom, Inc.	Billing	Cramming	1
		Billing	Slamming	3
			<b>Total ICs</b>	<b>4</b>
CER4327	Virgin Mobile USA LP	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	3
			<b>Total ICs</b>	<b>4</b>
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
			<b>Total ICs</b>	<b>1</b>
CLC6989	Ymax Communications Corporation	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
<b>Total ICs Sent <sup>1</sup></b>				<b>354</b>

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.